GOVERNMENT OF INDIA
PETROLEUM AND NATURAL GAS
LOK SABHA

UNSTARRED QUESTION NO:2637
ANSWERED ON:06.12.2001
IRREGULARITIES BY LPG DEALERS
AVTAR SINGH BHADANA;BHERU LAL MEENA;CHARAN DAS MAHANT;GAJENDRA SINGH RAJUKHEDI;RAMESHWAR DUDI;TARACHAND BHAGORA

Will the Minister of PETROLEUM AND NATURAL GAS be pleased to state:

(a) whether the employees of the LPG agencies visit frequently the consumers homes for checking gas stoves and install substandard spare parts and rubber tubes at exorbitant rates ;

(b) whether the consumers are compelled to purchase the I.S.I. marked gas stove from the gas agency in the name of safety; and

(c) if so, the number of complaints received by the Government in this regard alongwith the action taken against the erring LPG agencies?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF PETROLEUM & NATURAL GAS AND MINISTER OF STATE IN THE MI OF PARLIAMENTARY AFFAIRS (SHRI SANTOSH KUMAR GANGWAR)

(a) to (c) : LPG distributors are under instructions from the OMCs to do mandatory inspection of LPG equipments at the customer`s premises once in two years for purpose of safety. For this purposes, they are authorised to collect Rs. 25/- as inspection charges. OMCs have not reported any complaint of overcharging on this aspect from customers. Further, consumers arefree to purchase the ISI mark hot plate from any source as per their choice.The complaints received from consumers regarding forced sale of hot plates etc are investigated by Oil Marketing Companies and on the establishment of a complaint, action against the erring LPG distributor is taken in terms of Marketing Discipline Guidelines, 2001.